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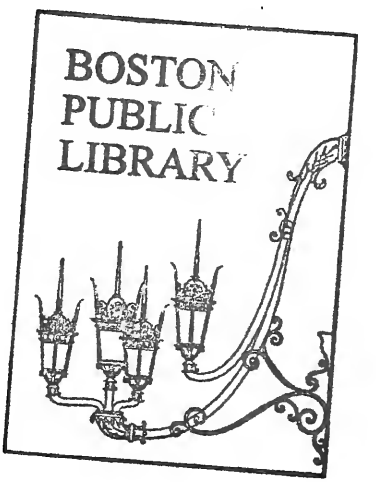
MASSACHUSETTS DEPARTMENT OF
COMMUNITY AFFAIRS

HOW TO MAKE A TENANTS' HANDBOOK



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DEPARTMENT OF COMMUNITY AFFAIRS

A REFERENCE MANUAL ON

HOW TO MAKE A TENANTS HANDBOOK

JANUARY, 1970

Publication of this document approved by Alfred C. Holland, State Purchasing Agent - No. 5182

TABLE OF CONTENTS

PAGE

PART I. HOW TO MAKE A TENANTS HANDBOOK 4

A. How to use this reference manual 4

B. Design of manual 7

C. Instructions 7

PART II. SAMPLE TENANTS HANDBOOK 12

A. YOUR HOME 12

1. Your Home 12

2. Emergency Phone Numbers 13

3. What You Must Do For Your Home 14

4. What The Landlord Must Do For You 15

5. What Your Landlord Must Do For Your Building 16

6. What To Do If Your Home Needs Repairs 17

7. Rent 18

a. Tenant-At-Will 18

b. Leases (Tenant for months or years) 18

c. Deposits 18

d. Subletting 18

e. Terminating a Lease 19

f. Breaking a Lease 19

g. Rent Withholding 20

8. Moving 21

a. Relocation Payments 21

b. Eminent Domain 21

c. Renovation 22

d. Condemnation and Health Hazards 22

e. What to do When You Move 22

PAGE

9. Discrimination 23

10. Legal Assistance 24

11. Public Housing 25

B. YOUR COMMUNITY 26

PART III. APPENDIX 27

A. List of Problems (cross reference) 27

B. Bibliography 29

C. Community Action Programs 31

D. Legal Services Programs 33

E. Regional Planning Commissions 35

F. Housing Agencies 36

G. Checklist of Code Violations 38

H. City or Town Government Agencies 39

PART I : HOW TO MAKE A TENANTS HANDBOOK

A. HOW TO USE THIS REFERENCE MANUAL

What is the purpose of this manual?

This reference manual is designed for residents of Massachusetts. It will provide information applicable to the entire state, and also to your neighborhoods, cities and towns.

This manual will provide a wealth of background information and suggestions for you (local CAP staff, neighborhood councils, tenant groups etc.) to develop your own TENANTS' HANDBOOK, which tells the story of your neighborhood. By looking through the table of contents, you will see the kinds of information which could go into your particular handbook. That way, you will be able to design a handbook which answers the questions of the residents of your area, rather than of another city or another state.

We have tried to provide suggestions about where to go to find our the correct facts and figures for your area. We have also tried to provide you with most of the information sources outside of your area which you will need.

This manual is designed as a "beginning." The first step is to provide tenants with information about their rights and responsibilities. We hope that by looking into your community in depth, your organization will begin to get a picture of what the needs are in housing. What does your community have that is unique? What don't you have that other communities seem to have? Its contents and design are for you to decide. You can use parts of the sample handbook, or develop your own format.

We further hope that this booklet will be a beginning for your organization to work on solutions to the problems which come to the fore as a result of this manual. By working on the handbook, your group will have a definite goal, something concrete to get started on. If you can work successfully on this project, you will have a good start toward meeting some of the needs of your community.

How should you use this reference manual?

1. Get together a group of people who are concerned about housing and who want to work on housing. This group may be a few staff members in a Community Action Program or it might be an entire community organization. This is your decision.

2. Read through the manual. See what's in the manual, and how it is designed. Discuss the problems in your town.

3. Make some decisions.

   Do you want to have a Tenants' Handbook for your area?

   Who is going to work on the handbook? Which group of people? How much time do people have to spend on it and when?

Will there be a paid staff person from the CAP or elsewhere who can do some of the legwork?

Can other groups of people help? Can you avoid a duplication of effort by finding out what other groups know?

Who will sponsor the handbook? Who will pay for mimeographing or printing it?

Who will receive your handbook? Toward which group is it geared?

Which geographic area? One neighborhood, one town, or a few towns or cities? Just a public housing area?

Which group of people? All the tenants in your geographic area? Only active tenants organization members?

What is the purpose of the handbook?

To provide staff of various agencies who deal with housing problems with the information they need?

To provide every resident with a knowledge of rights and responsibilities and with a knowledge of the resources of your town?

To discover what your community has already, and what it needs for people to live in adequate housing?

4. Choose assignments. Develop a method for gathering facts. When will your group meet? What is the deadline for the booklet? Who will have which responsibilities?

You will find a Sample Handbook in Part II. This should give you some idea of how to set up your own handbook, as well as give you a wealth of information with which to begin. Instructions and information sources are in Section I. In addition, the Appendix lists some handbooks that you may want to consult.

When using the instructions, refer to the text of the Sample Handbook. Laws are quite flexible, and may vary from area to area, so keep your eyes open. We would be interested in any mistakes in the manual or any omissions.

At this time, you may want to decide what size your booklet will be and what kinds of information are to be included. For example, if the Handbook is mostly for staff, then you may want to include such things as a list of state and federal agencies, and a bibliography. If, however, your handbook is for every resident in your community, then you may want to list the name of organizations that people should contact for housing problems. These organizations might then in turn contact the state or federal government.

Assignments might include:

Information gathering
Design (Artwork)
Writing and editing
Printing
Distribution
Follow-up (You may want to assign some people to keep a list of the problems you discover about your community which you should be working on.)

5. Start working. Don't let the bureaucracies scare you or the little problems defeat the purpose of the booklet. Get as much information as possible, but do not be discouraged if you cannot answer all the questions you have. List the problems you want to work on further for a possible revision for next year.

6. Keep on working. This handbook can be just the beginning of community action in housing. You are going to find out a lot about your state, and the area in which you live. Once the booklet is ready for distribution, why not use it to meet your neighbors. Keep working in the community to provide support for concerted community action.

GOOD LUCK!

ANY QUESTIONS?
ANY PROBLEMS?
ANY HELP WE CAN GIVE YOU?

contact: Ellen Kaplovitz, Housing Specialist
DEPARTMENT OF COMMUNITY AFFAIRS
STATE ECONOMIC OPPORTUNITY OFFICE
120 Boylston Street, 6th floor
Boston, Mass. Phone: 727-4090

B. DESIGN OF MANUAL

"How to Make a Tenants' Handbook" is designed for adaption to specific geographic areas. Much of the information included is based on state laws. For this booklet to be genuinely effective, however, each organization should include specific information pertinent to its own region.

The booklet works in the following manner:

Part I ("Instructions") deals with direct tenant-landlord relationships. The information in this section is taken from various state laws. Therefore, all information will apply to your area. Consult local ordinances for additions to state rulings. Remember that laws can change.

Part II ("Sample Handbook") deals with more general problems in relation to the entire community. This section of the booklet is designed for use in your community. You might want to use this section only for your staff, and then refer tenants with problems in this area to the staff. Or you might want to include the information in the booklet.

C. INSTRUCTIONS

The number on these pages correspond to the numbered sections of the sample handbook. Each topic is explained, and information sources are given. When making your own Tenants'Handbook, consult this listing to find where to get information on various topics.

Section A YOUR HOME

1. Introduction

This section is a short orientation to the booklet. It can state purpose and objectives. You can use the introduction given, or write your own if you wish to be more specific. You should list here all local agencies dealing with housing problems in your area.

2. Phone Numbers

The list given is general. Make any additions or subtractions you feel necessary. Consult local listings for correct numbers.

3. - 5. Tenant-Landlord Rights

These three sections (What you must do for your home, What your landlord must do for you, and What your Landlord must do for your home) are based on the Massachusetts Sanitary Code. Copies are available from your local government and the Massachusetts Department of Public Health. Contact your local Board of Health for regulations which your area may have added to the minimum requirements of the state.

The Sanitary Code defines the minimum requirements for standard housing. For further information, contact:

Health Department Inspectors
Municipal Health Department in City or Town Hall
Your Lawyer or Legal Service
Your Mayor or Selectmen

6. Repairs

Your group might want to be prepared to give information on how to contact landlords, and how to register legal complaints. If not, list the local agencies that can help with this.

7. Rent

Consult a legal services program for laws which might apply to your region If specific problems are prevalent in your region, be sure to include them in this section. Check on volunteer lawyers and when they are available. Find out what kinds of legal action have already been taken in your area.

8. Moving

Relocation payments to households displaced by public action come under state and federal law. Find our the procedure in your region for applying for this aid. Check with your local Urban Renewal office (or Redevelopment Authority) if you have one. If not, check with local officials.

Grounds for eviction are determined by local laws. If your region has specific procedures to combat eviction, list them here. Check with a legal services program, lawyer or local officials for information.

You might want to list your local real estate agents and community agencies which can help people locate new apartments. You can also include other information, such as fees charged and procedures.

"What to do when you move" gives advice for tenants moving to new apartments. List any other suggestions you feel would be helpful. Under this section you may want to list the policy on deposits from the phone, gas, and electric companies. Call your local companies to find out the policy for your area.

9. Discrimination

Anti-discrimination laws are dictated by state and federal rulings. For further information, contact the Massachusetts Commission Against Discrimination. If you have a Fair Housing group in your area, you might want to check with them. (See Sample Handbook for address)

10. Legal Assistance

You should list and describe all legal services facilities in your area. Check with the local Community Action Program for this information.

11. Public Housing

Public Housing has its own rules. List all public housing facilities in your region with location and type (elderly, veteran, etc.). You may want to include a brief description of each. Find out from the local housing authority what kinds of public housing are available, eligibility, number of units, locations, and where to apply. Public housing requirements differ in each community. Work out your own eligibility formula based on information from your community, and explain it in the handbook. Remember, tenants can now be on housing authority boards.

SECTION B

The numbers below correspond to suggested topics in the sample handbook. The information here is less specific than in the preceeding section. You may want to add or subtract topics to make this section relevant to your group. There is no sample given of this information.

1. Who's Planning for the Community

Towns and cities have zoning regulations to decide what kinds of buildings (residences, businesses, factories, schools, etc.) go where and what size they can be. Often zoning rules keep new housing from being built. Check with your local planning board, Town Hall, City Hall, Redevelopment Authority, Urban Renewal Authority, selectman, or mayor about these. A new law provides an appeals procedure through the Department of Community Affairs, if local restrictions hamper construction of low and moderate income housing.

Zoning affects all new construction and may affect remodeling. You can describe for your area the zoning districts, and their general characteristics and restrictions.

If local government or private business is planning or constructing any facilities which affect tenants (housing, shopping centers, day care centers, etc.), you can list them. You may want to check with your local paper for this information.

2. Additional Services

The Department of Community Affairs has a staff which can provide assistance with various housing problems. A group representative might want to familiarize himself with procedures for contacting the staff. List his name in the housing booklet, along with the Technical Assistance information which relates to your group.

Find out if your town government has any of the agencies listed below, what they do, who is on them: (See Appendix Section G for explanations of who serves on these groups)

Planning Board
Board of Appeals
Mayor or Selectman
City Council, City Management
Mayor's Housing Committee

City Planning Department
Public Housing Authority
Redevelopment Authority
Building Department
Health Department

SECTION C: APPENDIX

1. References

Included is a list of problems and which agencies or departments should be consulted for each problem. It can serve as a cross-reference for persons wishing to find out specific information. If you have made additions to the sample handbook, be sure that they appear on this list.

2. Bibliography

A bibliography is given for your reference, if you wish additional information.

3. Agency Listings

Parts C through E (Community Action Programs, Legal Services Programs, and Area Planning Commissions) list some of the agencies referred to throughout the booklet.

4. Housing Agencies

Included in Part F of the Appendix is a list of some agencies currently working on housing problems which may be able to help with specific problems.

5. Checklist

Part G is a checklist of code violations. It can help you get started by pinpointing the kinds of problems in your area. It can also be distributed to tenants to make them more aware of these violations.

6. Community Government Agencies

Part H includes short descriptions of some of the local government groups with whom you may be dealing.

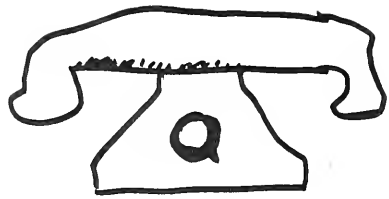
Your Home

Your home is the center of life for you and your family. To keep your home safe and healthy, there are certain things you must do. And there are things which others must do for you.

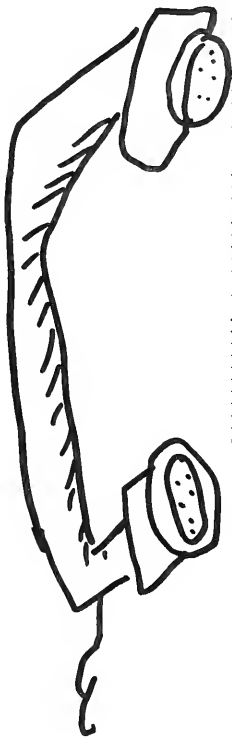
This booklet will tell you your rights and responsibilities as a tenant, and what do do if something should endanger the safety or welfare of you and your family.

These agencies can help you with housing problems:
(Fill in names)

2. In case of EMERGENCY



When emergency - any kind of emergency - strikes, call for help. Use the appropriate phone number from the following telephone numbers :



	TELEPHONE
Ambulance	
CAP	
City Complaint Department	
Doctor	
Electric Company	
Fire Department	
Gas Company	
Health Department (local)	
Hospital	
Housing Authority	
Housing Inspection Board	
Legal Aid	
Landlord	
Mayor's Office	
Phone Company	
Planning Board	
Poison Information	
Police Department	
Taxi	

3. WHAT YOU MUST DO FOR YOUR HOME

a. Keep clean all fixtures within your apartment

   Toilets
   Washbasins
   Sinks
   Showers
   Bathtubs

b. Do not change utilities or the structure of your apartment, except with the permission of your landlord.

c. Do not block exits or hallways

d. Kill any insects or rodents found in your apartment

e. Store all garbage and rubbish before final collection. If your dwelling unit has less than three apartments, you are responsible for your stairs and landing also.

f. Know your landlord's name and how to contact him.

g. Allow the landlord to enter whenever necessary to make repairs or alterations, or to deal with emergencies.

h. Do not undertake repairs except with the permission of the landlord, and be sure to have a clear understanding about whether you or the landlord pays for repairs.

4. WHAT THE LANDLORD MUST DO FOR YOU

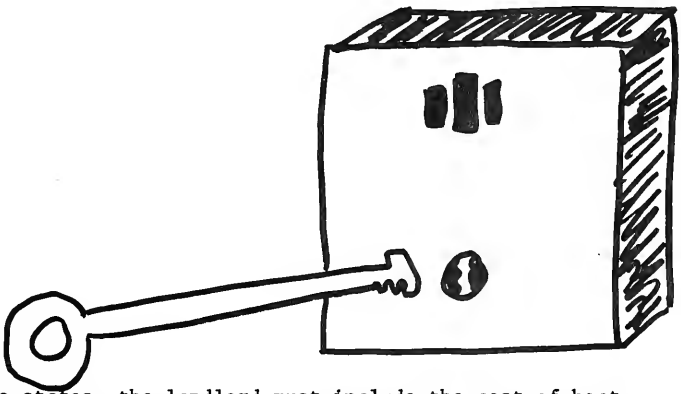
He must give you

- A toilet
- A washbasin
- A shower or bathtub
- Cold and hot water
- Heat of at least 70 degrees from September 15 to June 15 *
- One electric light fixture and one wall (electric outlet in each room, or two wall outlets
- Adequate ventilation

all inside your individual apartment

He is responsible for the collection of garbage if your building has three or more apartments

He must provide a mailbox with a lock and key . (Post Office Regulation)



* If your lease so states, the landlord must include the cost of heat and other utilities in the rent you pay. Your landlord must provide and maintain in operating condition the facilities for heating your apartment.

5. WHAT THE LANDLORD MUST DO FOR YOUR BUILDING

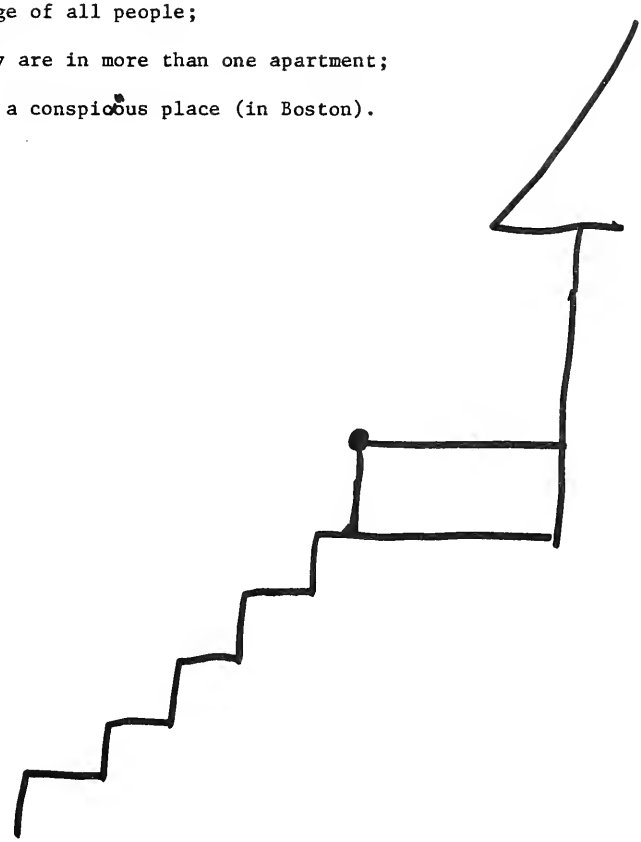
Keep In Order All:

- Passageways
- Hallways
- Stairways
- Cellars
- Porches

Provide exits for safe passage of all people;

Kill rats and insects if they are in more than one apartment;

Post his name and address in a conspicuous place (in Boston).



6. WHAT TO DO IF YOUR HOME NEEDS REPAIRS

There is a state Sanitary Code which guarantees that your apartment must meet certain standards of health and safety. This Code is summarized in the previous section. Copies of the Sanitary Code may be obtained from the Massachusetts Department of Public Health, Division of Environmental Health, 600 Washington St., Boston, Mass. 02111, Telephone: (617) 727-2690.

1. Consult these sections to learn what you are responsible for and what your landlord is responsible for.

2. You are responsible for the care of items listed under "What You Must Do For Your Home".

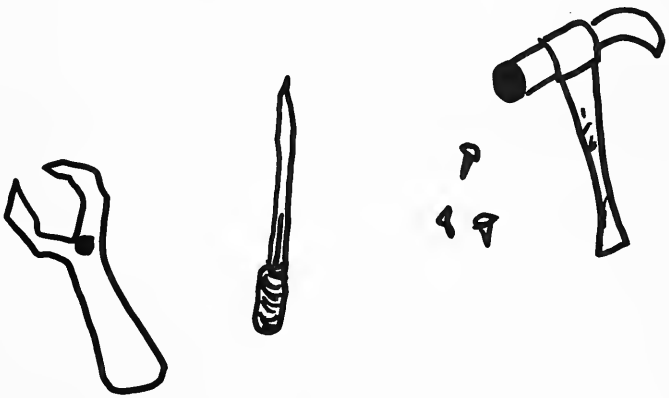
3. Your landlord is responsible for items under "What Your Landlord Must Do For Your Home", and "What Your Landlord Must Do For Your Building."

IF YOU NEED REPAIRS OR REPLACEMENTS, FIRST CALL YOUR LANDLORD

4. If you can't find your landlord, go to your local Community Action Agency or another agency which handles housing problems.

5. If you contact your landlord and he doesn't act, contact your local Community Action Agency, or other local community housing agency. They will help you register a complaint with the local Health Department, which will send someone to inspect your home.

6. The local Health Department can order your landlord to make the repairs. If he doesn't make these repairs, contact your lawyer or your local Legal Service Agency.



7. RENT

A. The Tenant-at-Will

As a Tenant-at-Will, you make a verbal agreement to pay your rent for an indefinite period of time. Instead of signing a lease for a number of years, your tenancy is determined by the period covered by your rent. For example, you may pay your rent weekly. Your tenancy is therefore continued on a weekly basis until you or your landlord end the agreement. You and your landlord are entitled to all the rights discussed in the sections dealing with the Sanitary Code.

B. Leases (The tenant for months or years)

A lease is a written agreement between you and your landlord. It ordinarily favors the landlord. READ YOUR LEASE CAREFULLY BEFORE SIGNING IT because it describes the responsibilities of your landlord and your duties as a tenant. You may also add terms to the lease with the approval of the landlord. If you do not like any of the provisions of the lease, don't sign it. You can ask the landlord to change the terms you don't like. The lease will state whether or not you are permitted to sublease your apartment.

C. Deposits

It is not uncommon, before you move into your apartment, for you to be required to give your landlord a security deposit in addition to the first month's rent. Your landlord has the right to keep the security deposit if you damage any of his property. The landlord may also require the last month's rent at the time you occupy the building. Your landlord cannot require a security deposit equal to more than two months rent.

D. Subletting

If you have a lease and wish to move before the lease is up, you may sublet your apartment if your landlord gives permission. It is best to get his permission in writing, unless permission is given in the lease. The sub-tenant will take over your lease for the remaining period of time indicated in the lease. You are still responsible for the apartment until your lease is up.

If your lease states that you may not sublet, then there is no way you can do so, unless the landlord waives his rights.

E. Terminating a Lease

Your lease ends when the time period it covers is "up", unless you renew it before this time.

Some leases are self-renewable. In this case, written notice of termination is required before your lease is up. The time at which you must notify your landlord of this is written into the lease.

F. Breaking a Lease (Eviction)

i. For not paying rent

If you have not paid your rent and the landlord wants to evict you, you must receive from your landlord a written notice of leave, usually within two weeks of notice. This notice means that your lease is up, unless you pay your rent before the last four days of this two week period, and the landlord agrees to receive it. You may also be asked to pay the interest and cost of court action (landlord's expenses for eviction proceedings).

ii. For violating other conditions of the lease

If you break any of the conditions written in your lease, it is considered ended.

YOUR LANDLORD CANNOT FORCE YOU TO MOVE OR LOCK YOU OUT OF YOUR APARTMENT WITHOUT COURT ACTION!

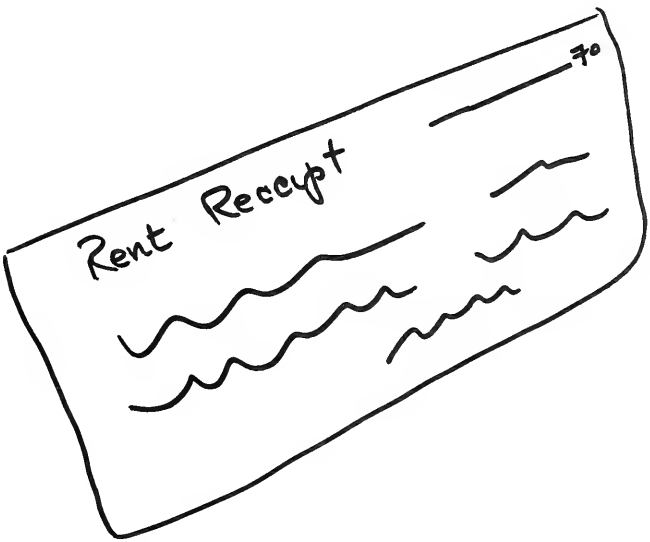
CHECK WITH A LAWYER ABOUT RULES

G. Rent Withholding

If your apartment or building needs repairs (see section on repairs) and your landlord has not responded, there is a practice known as "rent withholding" which may help you to make these repairs.

CONSULT YOUR LAWYER OR LEGAL SERVICE SOCIETY FIRST!

Once you have contacted an inspector from the Health Department to determine that repairs are needed, and your landlord has not responded, you can take your landlord to court. The judge can order all rent payments to be made to a clerk of the court, who must then see that the money is used for repairs. THIS DOES NOT MEAN THAT YOU DO NOT HAVE TO PAY YOUR RENT. All or part of this money goes to another person who is responsible for seeing that these repairs are made. To begin rent withholding, all participants must be paid up on all back rents.



A. Relocation Payments

Relocation payments are made to you when you have to move because your apartment is "taken" for the following purposes:

Low Rent Public Housing
Urban Renewal
Concentrated Code Enforcement
Urban Mass Transportation
Open Space and Urban Beautification
Public Facilities
Water and Sewer Facilities
Neighborhood Facilities

Anyone, individual or family, who is displaced by a federal, state, or local development program maybe eligible for relocation payments.

B. Eminent Domain

Eminent Domain authorizes the "taking" of property by public authorities for a"public purpose". In such a case, the tenants will be given a reasonable length of time to move. All leases will be considered ended. Your local relocation agency must have a plan showing homes will be available and giving money for moving costs. This means you will be guaranteed assistance in finding a new home and relocation payments for moving expenses. Anyone who feels he is not being offered his full rights under the law may appeal decisions to:

Bureau of Relocation
Department of Community Affairs
100 Cambridge Street, Boston Phone: 727-3247

CONSULT YOUR LAWYER OR LEGAL SERVICE AGENCY FIRST.

You may be able to get a temporary injunction from a Superior Court Judge. If you are given a temporary injunction, you may stay in your apartment until the hearing, at which time you may state why you felt this action is unjustified.

The Judge may order you to comply with the authority's request to move. Or he may grant you a permanent injunction, in which case you may remain in your apartment until your lease is ended.

C. Renovation

Your landlord may decide to remodel his building, and evict all present tenants. If he uses his own funds, YOU CANNOT BE EVICTED UNTIL YOUR LEASE ENDS.

If your landlord uses public funds to renovate, follow the procedure for Eminent Domain. You may be entitled to relocation assistance and moving costs. Contact your local Community Action Agency or Bureau of Relocation in Boston (see above)

D. Condemnation

If your building is unsafe or unhealthy, local authorities may have it condemned. Your lease will be considered ended.

If you feel that move is unjustified, follow the procedure for an Eminent Domain taking.

E. What to do When You Move From the Old Apartment:

Contact your mover well in advance. It may be helpful to contact several movers and get written bids of the cost from each.
Notify:

Magazines that Come by Mail
Phone Company
Gas Company
Electric Company
Post Office

Check all rooms and closets to make sure nothing is left behind

F. What to do When You Move to The New Apartment:

Check that all utilities are working well. Notify the landlord if repairs are needed

Make sure all the necessary people and agencies have your new address and phone number.

9. DISCRIMINATION

Discrimination is housing is against the law. Therefore, you may rent or buy any housing accommodation if:

- It is advertised in a newspaper or other media.
- A "For Rent" sign or "For Sale" sign or notice is posted on the property or elsewhere.
- It is listed with a broker or agent.
- Any other means of public advertising is used.

Two-family, owner-occupied dwellings do not come under these laws. However, veterans or servicemen cannot be discriminated against under any circumstances.

IF A LANDLORD OR AGENCY HAS REFUSED TO RENT YOU AN APARTMENT OR ROOM BECAUSE OF YOUR RACE, COLOR, RELIGION, OR NATIONAL ORIGIN ----------

Report the incident to:

MASSACHUSETTS COMMISSION AGAINST DISCRIMINATION

120 Tremont Street
Boston, Massachusetts
Phone: 727-3990

145 State Street
Springfield, Massachusetts
Phone: 739-2145

558 Pleasant Street
New Bedford, Massachusetts
Phone: 997-3191

An office in Worcester will be opening soon.

They will help you file a complaint with the Investigating Commissioner against the landlord or agent.

For additional information see: "A Guide to the Fair Housing Law" published by the Massachusetts Commission Against Discrimination.

10. LEGAL ASSISTANCE

Legal services programs provide legal assistance for those people who are unable to afford their own lawyers, according to certain income criteria.

There are several agencies to which you can go for legal assistance.

1. Massachusetts Defenders' Committee
   8 Beacon Street, Boston - Telephone: 742-5120
   Provide public defender (criminal) services throughout the state.

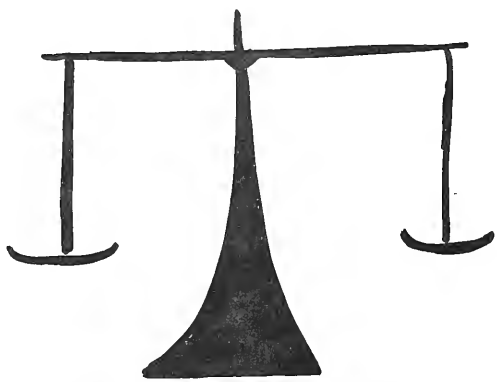
2. United Prison Association of Massachusetts
   33 Mt. Vernon Street, Boston - Telephone: 227-5390
   Is a private organization which helps persons convicted of crimes before and after imprisonment.

3. Boston Legal Aid Society
   14 Somerset Street, Boston - Telephone: 227-0200
   Handles tenant, landlord and general housing problems

4. Legal Services Centers
   Are located throughout the state (see appendix)

5. Civil Liberties Union of Massachusetts
   3 Joy Street, Boston, Massachusetts - Telephone: 227-9459

6. Massachusetts Law Reform Institute
   80 Boylston Street, Boston - Telephone: 482-0890



11. PUBLIC HOUSING

A. Where To Find Public Housing

The following public housing facilities are located in this area:

ADDRESS	TYPE	NUMBER OF UNITS

B. Who Can Live in Public Housing

Each public housing unit has its own elegibility requirements usually based on income, or affiliation (veterans, elderly, etc.).

Under Massachusetts law, the income of public housing families must not exceed approximately five times the annual rent. (For example. if rent is $100 per month and $1200 per year, the tenant's annual income must not exceed $6000).

The income legibility requirements for our community are:

The admissions requirements for our community are:

Apply at: (The address, phone number of the Housing Authority)

The names of the Housing Authority Board and Executive Director are:

C. Leases

Most Public Housing projects have their own leases and their own rules.

It is especially important that you read the lease carefully before you sign it, because not all Public Housing leases create a tenancy for years, the way private leases do. (see section on rent)

There is a law which states that a public housing tenant cannot be evicted without cause. Unless the cause is non-payment of rent, you cannot be evicted without a hearing. You also have the right to join a tenants association.

12. YOUR COMMUNITY

NOTE: This section of the Sample Handbook must be filled in by groups working on the Handbook in order that this section include material pertinent to your own community. See part I for instructions if you wish to include this part.

PART III: APPENDIX

A. LIST OF PROBLEMS

PROBLEM	WHOM TO CALL
Basement (flooding, garbage, trash)	Landlord, Health Department
Bathroom (appliances broken)	Landlord (unless caused by tenant neglect) Health Department
Boiler (broken, no heat, no hot water)	Landlord, Health Department
Ceilings (falling plaster, peeling paint, holes, leaks)	Landlord, Health Department
Discrimination	Local Fair Housing Group Mass. Commission Against Discrimination
Disturbance (noise, harassment, nuisance)	Landlord, Police
Drainage (stopped-up toilets or drains)	Landlord
Electricity (no electricity, wiring trouble)	Electric Company
Elevator (not working properly)	Landlord
Eviction	Legal Services, Lawyer
Fire Hazards	Landlord, Health Department Fire Department
Furniture (removal of old furniture)	Sanitation Department
Garbage	Landlord, Sanitation Dept. Health Department
Gas leaks	Gas Company
Hallways (blocked, general condition)	Landlord
Heat	Landlord, Health Department
Hot water	Landlord, Health Department
Housing projects (public)	Housing Authority
Leaks	Landlord, Health Department
Locks (broken)	Landlord

PROBLEMS (continued)

PROBLEM	WHOM TO CALL
Mail (no box provided, box broken, mail tampered with)	Landlord, Post Office
Odors and Fumes	Health Department Gas Company
Ownership (record of)	Registry of Deeds
Paint	Landlord
Plaster (loose or falling)	Landlord, Health Department
Plumbing	Landlord, Health Department
Rats	Landlord, Health Department Sanitation Department
Relocation	Redevelopment Authority Dept. of Community Affairs
Rent	Landlord, Legal Services
Repairs	Landlord, Health Department
Roof (leaks, etc.)	Landlord, Health Department
Sewage (leaks, broken lines)	Municipal Sewer Department
Smoke	Fire Department
Stairs	Landlord, Health Department
Subletting	Landlord, Legal Services
Toilets	Landlord, Health Department
Urban Renewal	Redevelopment Authority Town Hall
Water (no water, low pressure, contaminated water supply)	Landlord, Water Department
Windows (broken, frames or sashes rotten)	Landlord, Health Department

B. BOOKLETS YOU CAN USE

STATISTICS ON YOUR TOWN:	Town and City Monographs for your area - Department of Commerce & Development 100 Cambridge Street, Boston
COMMUNITY ACTION:	Community Action & Urban Housing - Nov. 1967 OEO, Washington, D.C. 20506 OEO Pamphlet, C/CS-1
PROGRAMS:	Catalog of Housing Programs 1968 Metropolitan Area Planning Council 44 School Street, Boston
	Stuff You Can Use, Feb. 1969 Price $.75 Citizens Housing and Planning Association 7 Marshall Street, Boston
FEDERAL HOUSING INFORMATION:	Programs of HUD - U.S. Dept. of Housing and Urban Development, Washington, D.C. - Booklets on specific programs are obtainable from HUD or from FHA in Boston
TENANTS RIGHTS:	Spanish - The Emergency Tenants Council Tenants Rights 73 W. Brookline Street, Boston 02118
	Your Rights and Responsibilities as a Tenant - Community Legal Assistance Office, 235 Broadway, Cambridge, Mass.
PUBLIC UTILITIES:	Your Rights and Responsibilities as a Public Utility User 1968 Economic Development Division, Action for Boston Community Development 150 Tremont Street, Boston
PUBLIC HOUSING:	(check your local authority) Your Home, Boston Housing Authority 1967, 230 Congress Street, Boston
	A Guide for Better Living Conditions Boston Housing Inspection Department City Hall, Boston
	Housing Manual, Boston Housing Inspection Department, City Hall, Boston

GENERAL:

Tenants' Rights Handbook 1969
Worcester Tenants Association in collaboration with Neighborhood Legal Services, Inc.
7 Oak Street, Worcester

Tenant Action, 1967
Architects Renewal Committee in Harlem, Inc.
306 Lenox Avenue, New York, N.Y. 10027
Price $1.25

Getting Ready to Move
South End Family Relocation Program
72 Warren Street, Boston, 02116

What to Do If.....
Washington Planning and Housing Association, 1330 Massachusetts Avenue, NW
Washington, D.C.

HOUSING ACTION

Catalog of Housing Programs
Metropolitan Area Planning Council
44 School Street
Boston, Mass.

Housing Action, (Jan. 1970)
OSTI Press
264 Third Street
Cambridge, Mass.
Price $1.25

Where It's At by Jill Hamberg
New England Free Press
791 Tremont Street
Boston, Mass.

C. COMMUNITY ACTION PROGRAMS

Mr. Denton Crews, Director
Action, Inc.
14 Pleasant Street Tel: 283-7874
Gloucester, Massachusetts 01930

Mr. Robert Coard, Director
Action for Boston Community
Development, Inc.
150 Tremont Street
Boston, Massachusetts
Telephone: 742-5600

Mr. Thomas J. Downey, Director
Berkshire Community Action, Inc.
54 Wendell Avenue
Pittsfield, Massachusetts 02102
Telephone: 445-4503
No. Adams Office 663-3014

Mr. William Bauman, Director
Cambridge Economic Opportunity
Committee, Inc.
99 Austin Street
Cambridge, Mass. 02139
Telephone: 868-1320

Mr. Edward Sullivan, Director
Citizens for Citizens, Inc.
101 Rock Street
Fall River, Massachusetts 02720
Telephone: 674-8409

Mr. Charles Haun, Director
Community Action Committee of
Cape Cod and Islands
Box 406
Osterville, Massachusetts 02655
Telephone: 428-8535

Mr. Richard Incerto, Director
Community Action Program Inter-City, Inc.
Williams School
5th at Walnut Street
Chelsea, Massachusetts 02150
Telephone: 884-6130
Revere Office 284-8522

Mr. Stanley Czarnecki, Director
Community & Regional Opportunity Prog.
161 School Street
Chicopee, Massachusetts
Telephone: 594-6629

Mr. Melvin Shea, Reg'l. Administrator
Eastern Middlesex Opportunities Council
182 Washington Street
Somerville, Massachusetts
Telephone: 623-8400

Mr. Stanley Gawle, Director
Franklin Community Action Corp.
41 Federal Street
Greenfield, Massachusetts 01301
Telephone: 413-774-2318

Mr. John Sullivan, Director
Greater Lawrence Community Action
Council
Bay State Building
301 Essex Street
Lawrence, Massachusetts
Telephone: 686-3915

Mr. Leo Desjarlais, Director
Greater Lowell Community Teamwork, Inc.
10 Bridge Street
Lowell, Massachusetts 01852

Mr. Joseph Paul, Director
Hampshire Community Action Committee, Inc.
Box 7
Northampton, Massachusetts
Telephone: 584-4577

Mr. ~~Ronald Mullick~~ James O'Malley, Director
Haverhill Community Action Commission, Inc.
188 Merrimack Street
Haverhill, Massachusetts 01830
Telephone: 373-1971

Mr. Arthur F. Kimber, Jr., Director
Lynn Economic Opportunity Inc.
58 Andrew Street
Lynn, Massachusetts 01901
Telephone: 599-2217

Community Action Programs

Mr. John Ford, Director
Montachusett Opportunity Council, Inc.
205 Whitney Street
Leominster, Massachusetts 01453
Telephone: 537-9126

Mr. William Martin, Director
North Shore Community Action Council
Town Hall
Danvers, Massachusetts 01923
Telephone: 774-6056

Mr. John Sharp, Director
ONBOARD, Inc.
38 South Water Street
New Bedford, Massachusetts 02740
Telephone: 997-3353

Mr. Russell O'Connell, Director
Quincy Community Action Council
9 Bicknell Street
Quincy, Massachusetts
Telephone: 471-0796

Dr. Ray Mentzer, Director
Self-Help, Inc.
71 Centre Street
Brockton, Massachusetts 02401
Telephone: 588-5440

Mr. Robert McDonough, Director
South Middlesex Opportunity Council
57 Cochituate Road
Framingham, Massachusetts 01701
Telephone: 873-9781

Mr. Joseph Dee, Director
South Shore Community Action
Council, Inc.
17 Court Street (Rear)
Plymouth, Massachusetts
Telephone: 746-6707

Mr. Louis Frayser, Director
Springfield Action Commission
11 Eastern Avenue
Springfield, Massachusetts
Telephone: 781-1053

Mr. Leo Renaud, Director
Western Metropolitan Boston Regional
Opportunity Council
24 Crescent Street
Waltham, Massachusetts 02154
Telephone: 899-3650

Miss Nora M. Donoghue, Director
Worcester Community Action Council
340 Main Street
Worcester, Massachusetts 01608
Telephone: 754-7271

D. LEGAL SERVICES CENTERS

BERKSHIRE COUNTY

Philip Vachon, Project Director
Berkshire Legal Services
156 Dewey Avenue
Pittsfield, Mass.
413-499-1950

BOSTON

Robert Spangenberg, Project Director
Boston Legal Assistance Project
84 State Street
Boston, Mass. 02109
617-742-8930

BROCKTON

John J. Daley, Administrator
The Greater Brockton Neighborhood
Legal Services, Inc.
71 Centre Street
Brockton, Mass. 02401
617-588-5440

CAMBRIDGE

W. Channing Beucler, Executive Director
Cambridge Legal Services, Inc.
620 Massachusetts Avenue
Cambridge, Mass. 02139
617-868-1180

CAPE COD & ISLANDS

Robert Terry, Director
Legal Services for Cape Cod & Islands
138 Winter Street - Box 277
Hyannis, Mass. 20601
617-775-7020

FITCHBURG

John J. Bush Jr., Chief Counsel
Northern Worcester County Legal Aid
Society, Inc.
455 Main Street
Fitchburg, Mass. 01420
617-345-1946

LOWELL

Ronald Welch, Director
Community Teamwork, Inc.
Legal Services Project
10 Bridge Street
Lowell, Mass. 01852
617-458-1291

LYNN

Robert Weiner, Director
Neighborhood Legal Service, Inc.
3 Neptune Street
Lynn, Mass. 01905
617-599-7730

NEW BEDFORD

Director
Legal Services Program
222 Union Street
New Bedford, Mass. 02740
617-996-8576

NORTH SUFFOLK COUNTY

Louis Gonnella, Director
North Suffolk Legal Assistance Assoc.
8 Pleasant Street
Revere, Mass.
617-284-3600 (Revere City Hall)

SPRINGFIELD

J. Arthur Hickerson, Director
The Neighborhood Legal Services, Inc.
148 Monroe Street
Springfield, Mass. 01109
413-734-8291

WORCESTER

Andrew L. Philips, Director
Community Action Council, Inc.
Legal Services
382 Main Street
Worcester, Mass. 01609
617-756-7639

CHICOPEE/HOLYOKE

William Fitzgerald, Director
161 School Street (City Hall Annex)
Chicopee, Mass. 01013
413-544-6629

LEGAL SERVICE RESEARCH, DEMONSTRATION AND TRAINING PROGRAMS

Massachusetts

John Ferren, Director
Harvard Legal Services Program
Harvard Law School
Cambridge, Mass. 02138
617-868-7600, Ext. 4479

E. REGIONAL PLANNING COMMISSIONS IN MASSACHUSETTS

BERKSHIRE REGIONAL PLANNING COMMISSION, Mr. Karl Hekler, Director
Court House, PIttsfield, Mass. 01201
HI2-8740

CAPE COD PLANNING AND ECONOMIC DEVELOPMENT COMMISSION, Mr. E. Fletcher Davis, Dir.
365 Main Street, Box 23, Hyannis, Mass. 02601
775-3532

CENTRAL MASS. REGIONAL PLANNING COMMISSION, Mr. David Kellogg, Director
70 Elm Street, Worcester, Mass. 01609
756-7717

CENTRAL MERRIMACK VALLEY REGIONAL PLANNING COMMISSION, Mr. Richard Young, Director
477 Essex Street, Lawrence, Mass. 01840
686-0361

DUKES COUNTY PLANNING AND ECONOMIC DEVELOPMENT COMMISSION
Court House, Edgartown, Mass. 02539
627-4668

FRANKLIN COUNTY PLANNING COMMISSION, Mr. Donald Caven, County Planner
Franklin County Dept. of Planning
Court House, Greenfield, Mass. 01301
773-3003

GREATER LOWELL AREA REGIONAL PLANNING COMMISSION, Mr. Harold Kramer, Director
73 East Merrimack Street, Lowell, Mass. 01852
454-4101 454-8781

LOWER PIONEER VALLEY REGIONAL PLANNING COMMISSION, Mr. K.M. Munnich, Director
1499 Memorial Ave., West Springfield, Mass. 01089
739-5383

METROPOLITAN AREA PLANNING COUNCIL, Mr. Robert Davidson, Director
44 School Street, Boston, Mass. 02108
523-2454

SOUTHEASTERN MASSACHUSETTS REGIONAL PLANNING COMMISSION
123 North Main Street, Fall River, Mass.
678-7891

OLD COLONY REGIONAL PLANNING COUNCIL, Mr. Alvin Sims, Director
27 Belmont Street, Brockton, Mass.

MONTACHUSETT REGIONAL PLANNING DISTRICT
1790 Massachusetts Ave., Lunenberg

F. AGENCIES WORKING IN HOUSING

Association for Better Housing 14 Crawford Street, Roxbury Rev. Harold Ross, Executive Director	Information on Home Ownership
Bureau on Aging, Mass. Department of Community Affairs 19 Milk Street, Boston James Sweeney, Director	Aging problems
Bureau of Relocation, Mass. Dept. of Community Affairs 100 Cambridge Street, Boston ~~Leon Charkoudian, Acting Commissioner~~ William Richardson, Director	Relocation agency for state
Citizens Housing & Planning Association 7 Marshall Street, Boston Robert McKay, Executive Director	Citizens group concerned with housing and legislation and planning
Commission on Housing, United Church of Christ 14 Beacon Street, Boston Rev. Edward Blackman	Housing problems
Department of Community Affairs 100 Cambridge Street, Boston Leon Charkoudian, Acting Commissioner	The State agency responsible for housing and planning, including urban renewal and public housing
Department of Housing and Urban Development (HUD) Region I, 26 Federal Plaza, N.Y.C. or Washington, D.C. George Romney, Secretary	Federal department which funds housing programs, soon to have a Boston office
Fair Housing, Inc. 14 Crawford Street, Roxbury Sadelle Sacks, Director	Information on home ownership and equal opportunity in housing
Federal Housing Administration JFK Building, Cambridge Street, Boston James Flynn, Commissioner	Federal agency of HUD which insures mortgages
Foundation for Cooperative Housing 1012 Fourteenth St., N.W. Wash. D.C. Roger Wilcox, President	National corporation which provides technical assistance on cooperative housing
Interfaith Housing Corp 120 Boylston Street, Boston Roland Larsen, Executive Director	Non-profit corporation which provides technical assistance on low and moderate income housing
Rural Housing Alliance 1126 Dupont Circle Building 1346 Connecticut Ave., N.W. Washington, D.C. 20036	Technical assistance for Self-Help housing and housing development in rural areas

League of Women Voters of Mass. 120 Boylston Street, Boston or your local group	Interest in housing problems
Mass. Commission Against Discrimination 120 Tremont Street, Boston Glendora Putnam, Executive Director	Assistance in action against discrimination in housing
Mass. Commission on Human Rights 27 School Street, Boston Julius Bernstein, Chairman	Coalition of groups interested in bettering housing through legislation and other means
Mass. Housing Finance Agency 73 Tremont Street, Boston [redacted], Director William White	State Agency authorized to make low interest, long term loans to finance construction and rehabilitation of low and moderate income housing
Mass. Law Reform Institute 80 Boylston Street, Boston	Law reform and technical assistance to legal services programs
National Association of Housing and Redevelopment Officials (NAHRO) Wingate Bldg., 2600 Virginia Ave., N.W. Washington, D.C.	Information on housing and redevelopment. Publishes "Journal of Housing"
Office of Economic Opportunity Region I - 120 Church Street New York, New York 10007 Washington, D.C.	Federal agency which administers the local poverty program. Regional office soon to move to Boston
Urban America 1717 Massachusetts Ave., N.W. Washington, D.C. 20036 William Slayton, President	Technical assistance to non-profit corporations
Urban Planning Aid 56 Boylston Street, Cambridge Charles Levenstein, Executive Director	Advocate Planners

G. CHECKLIST OF CODE VIOLATIONS

Does your home measure up to state standards of health? Use this list to check your home. Check items or services you do not have. The Handbook will help you deal with these problems.

Sink
- Hot water ____
- Cold water ____
- Drain free of blockage ____

Lights
- Wall outlet working ____
- Light fixture working ____

Toilet
- Free from leaks ____
- Drain working ____

Washbasin (Bathroom)
- Free from leaks ____
- Hot water ____
- Cold water ____
- Drain free from blockage ____

Bathtub or shower
- Free from leaks ____
- Hot water ____
- Cold water ____
- Drain free from blockage ____

Building free from insects and rodents ____

Hallways free from rubbish and garbage ____

Mailbox has lock and key (in working condition) ____

H. CITY OR TOWN GOVERNMENT AGENCIES IN MASSACHUSETTS

Mayor or Selectman	Elected according to local plan of government
City Council	Elected according to local plan of government
City or Town Manager	Hired in a city by the city council and in a town by the board of selectmen
Mayor's Housing Committee	An advisory committee of any number of members appointed by the Mayor. (A Mayor may appoint a number of advisory committees to him on any subject).
Building Committee	An advisory committee of any number of members appointed by the Mayor
Planning Board	May have between five and nine members who are appointed by the Mayor in a city and elected in towns.
City Planning Department	Professional staff who work for the Planning Board, includes Planner
Public Health Department	A staff Department of a city or town
Housing Authority	A five member board. In a city four members are appointed by the Mayor and one member by the Department of Community Affairs. In a city one member of the authority must be a representative or organized labor. In a town four members all elected by the town and one member is appointed by the Mass. Department of Community Affairs. Members of a housing authority must be residents of the city or town.
Redevelopment Authority	A five member board which is appointed or elected in the same way as a Housing Authority. In some communities, the housing authority itself may handle redevelopment or renewal without forming a separate redevelopment authority.

If you need to know any other information about the powers and duties of a housing or redevelopment authority, you can contact the Division of Community Development, Mass. Department of Community Affairs, 100 Cambridge Street, Boston, 02202, 727-4084

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Massachusetts Dept. of Community Affairs.

How to Make a Tenant's Handbook.

DATE	ISSUED TO
1/13/71	Bob McGilvery
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How